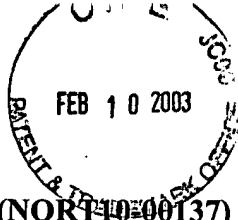


DOCKET NO. 11159ROUS01U (NORTH 00137)  
Customer No. 33000



PATENT

#9/A  
RWB  
2-13-03

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: : K. Scott Ramey, et al.  
Serial No. : 09/414,590  
Filed : October 8, 1999  
For : METHOD, APPARATUS, AND ARTICLE OF  
MANUFACTURE FOR WEB-BASED CONTROL OF A  
UNIFIED MULTI-SERVICE COMMUNICATION SYSTEM  
Group No. : 2154  
Examiner : A.T. Caldwell

BOX FEE AMENDMENT  
Commissioner for Patents  
Washington, D. C. 20231

RECEIVED  
FEB 12 2003  
Technology Center 2100

Sir:

**AMENDMENT AND RESPONSE TO OFFICE ACTION**

No fees are believed to be necessary; however, in the event that any fees are required for the prosecution of this application, please charge any necessary fees to Deposit Account No. 50-0208. No extension of time is believed to be necessary. If, however, an extension of time is needed, the extension is requested and please charge the fee for this extension to Deposit Account No. 50-0208.

In response to the Office Action having a mailing date of December 9, 2002, please amend the above-identified application as follows: